



# EXPRESS!

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## Time to Get Back to Our Bedrock Values

**J. Roger Morton**  
President and  
General Manager



The bedrock set of values would help us decide how to run the Company; how we would make decisions; and the way we should relate to one another. For whatever reasons, and there have probably been many, we have strayed from the path we were on. I would like us to get back on track.

If you turn over your Company ID cards, you can see words we came up with back then.

I plan to begin a new process to look at our stated values again; to make changes, if necessary; and to continue to try and transform TheBus and TheHandi-Van into a truly Aloha-driven organization. This is something that cannot be done by management alone – it will require input from all parts of the Company.

I ask all employees to join with me in a new spirit of Aloha and Mālama in this new quest. I will be looking for volunteers who wish to get involved in this process. I ask all company employees for patience and support as we try and get on the right track again.

A few years ago, many of you will remember our E Mālama program. That's when we started a process to establish a set of traditional Hawaiian values that would provide the foundation for our corporate culture at Oahu Transit Services.

- EXCELLENCE**  
"The Summit of Our Pride"
- INTEGRITY**  
"The Strength of Our Honor"
- GROWTH**  
"The Challenge of Our Future"
- ALOHA**  
"Our Breath of Life"
- KŪLIA I KA NU'U**  
"Strive For The Best"

To me, these are great values and are still applicable today. But words alone, without commitment and follow-up are hollow. If we are going to get back on our path, we need to do so together. Fundamental values cannot be dictated from the top. They need to be developed holistically from the entire body.

## Operator of the Quarter



**Operator of the Quarter**  
Ethan "Tiki" Kahoano starts each day before going to work with a prayer to God for guidance and protection. More about Ethan on page 14 of Express!



# Technology Corner

## Jon Nouchi

Senior Planner, Data Analysis

TheBus. Not just a rolling box with seats on top of an engine, transmission, and six wheels anymore.

The modern transit bus is quite a marvel of engineering. Twenty years ago, air conditioning and power steering were considered luxury items. Nowadays, the abundance of equipment that comes with a standard heavy-duty transit bus is staggering. Wheelchair lifts and ramps, electrical systems, passenger information systems, electronic fareboxes, and onboard data and diagnostic computers are normal items on our buses that we now take for granted. Plus, we are now receiving our second installment of diesel-electric hybrid buses that are more environmentally friendly, not to mention cutting edge in terms of technology.

The Technology Corner is a new feature of the Express! Newsletter that will high light new technologies onboard our vehicles. This column will present background information of new technology items and give helpful hints and reminders pertaining to their use.

This first article will focus on TransitMaster. The Siemens TransitMaster system is more than just a radio. It is the backbone of both TheBus' communication and onboard data computer systems. What is important to both bus operators and passengers is that it also provides the automatic voice annunciator that helps us comply with the Americans with Disabilities Act by calling out all major stops and transfer points.

### Did you know?

You can repeat any internal or external announcement?

To repeat an internal announcement such as "KONA & KONA IKI – ALA MOANA CENTER," just press the 1 key at the TransitMaster mobile data terminal (MDT) screen.

To repeat an external announcement such as "ROUTE 1 – KALIHI TRANSIT CENTER," press 0. It's that easy!

You can play safety and informational messages on demand through the TransitMaster MDT screen.

Press "RCVD MSGS" then "CANNED MSGS." From there, you can choose messages such as "PLEASE MOVE TO THE REAR OF THE BUS," or "PLEASE OFFER SEATS TO THE ELDERLY AND PERSONS WITH DISABILITIES," or even "NO EATING, DRINKING, OR SMOKING ON THEBUS." With a few simple button presses, you can control crowded buses, help out your passengers, and keep order without ever leaving your seat. These announcements are a great way to get your message across without confrontation.

The Technology Corner will highlight other new equipment in future installments. If you have questions or concerns about any technology items, please contact Jon Nouchi in the Data Analysis section, at extension 6092.

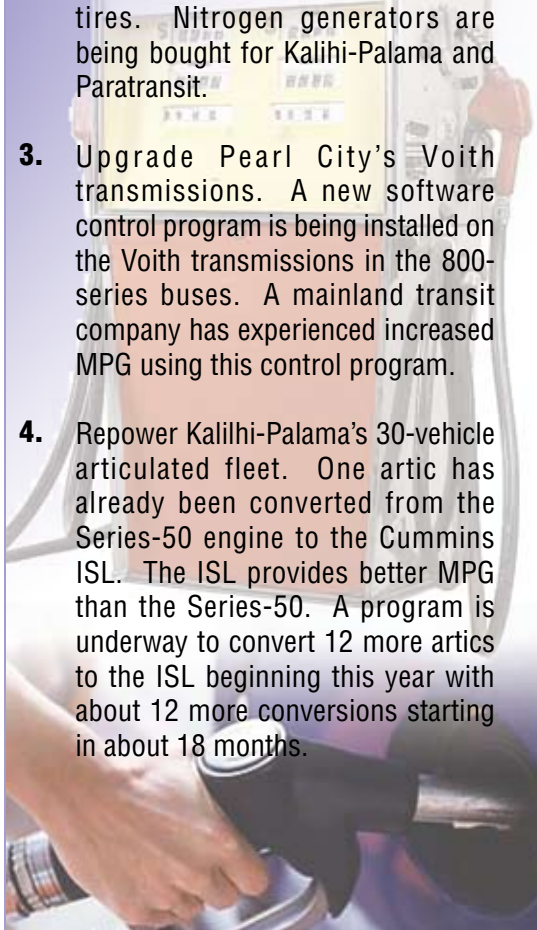
# FUEL ECONOMY

## Richard W. Hardy

Vice President, Maintenance

As the cost of a barrel of oil continues to climb, we have embarked on various programs to cut costs and increase fuel economy. Examples are as follows:

1. Last year, we shifted from the more costly premium unleaded gasoline to less costly 87-octane regular unleaded gasoline for the non-revenue vehicle fleet, (i.e., Road Supervisor cars, shuttle vehicles, etc.), which burns about 70,000 gallons of gas a year.
2. Convert bus tires from compressed air to nitrogen. Nitrogen maintains a truer and more consistent tire pressure. Under-inflated tires reduce MPG. Green caps on valve stems signify nitrogen. All of Pearl City's buses have nitrogen in their tires. Nitrogen generators are being bought for Kalihi-Palama and Paratransit.
3. Upgrade Pearl City's Voith transmissions. A new software control program is being installed on the Voith transmissions in the 800-series buses. A mainland transit company has experienced increased MPG using this control program.
4. Repower Kalihi-Palama's 30-vehicle articulated fleet. One artic has already been converted from the Series-50 engine to the Cummins ISL. The ISL provides better MPG than the Series-50. A program is underway to convert 12 more artic to the ISL beginning this year with about 12 more conversions starting in about 18 months.





# PARATRANSIT (THEHANDI-VAN) IS ON THE MOVE

## Patricia M. Nielsen

Vice President, Paratransit

TheHandi-Van operations and vans have moved out of the Kalihi Shopping Center, and into our new temporary home located on the corner of Dillingham and Middle Street. Our team is now housed in two doublewide trailers, and as we continue getting settled, numerous improvements are planned to make our site more livable while we wait for the completion of our new home.

The master plan, which will be accomplished in phases, calls for us to be in this location for 18-24 months while our new facility is being built. Our permanent home will be located makai of the Unit Repair Shop, and will bring our entire 'ohana back together again after being separated since moving from the Mānana facility in Pearl City back in 2000. This means that Operations, Dispatch & Reservations, and Maintenance will finally be together once again, as one family.

You may not realize it, but there are big plans for this entire area. The City purchased approximately 7.9 acres, and after we are settled in our new building, the next phase will kick in with the construction of an Intermodal facility. This new facility will include a new transit center for TheBus and TheHandi-Van, a parking garage, as well as many other amenities that will benefit employees, and the community.



Photo Above: Front Row (left to right): Ethelreda Kahalewai, Lois Bunin, Morris Nakamura, Paratransit Vice President Patricia Nielsen.

Back Row (left to right): Councilmember Nestor R. Garcia, Transportation Commission Board Member Claire Tamamoto, Mel Nacapoy, Senator Donna Mercado Kim, Mayor Mufi Hannemann, OTS Board Chairman Anthony Guerrero, OTS Board Member Chuck Swanson, OTS Board Member Bennette Misalucha Evangelista, OTS President and General Manager J. Roger Morton, Senator Suzanne Chun Oakland and grandson Shaden, DTS Director Melvin N. Kaku, DTS-PTD Chief James Burke.



Photo Above (left to right): Councilmember Romy M. Cachola, Sam Kaapuala, Senator Donna Mercado Kim, Teofilo Rellesiva, Bobby Wallace, Rolando Adriano, Siliwa Ernestburg, Mayor Mufi Hannemann, Kitty Souza, Nerie Adriano, Dan Ahuna, Donna Ridela, Brandon Nakahara, John Black, John Kalani, Michael Magsayo, Joseph Hoopili, Venessa Iwai, Joe Dela Cruz, Terick Rodrigues, Paratransit Vice President Patricia Nielsen.

# Movin' On Up

## Board of Directors

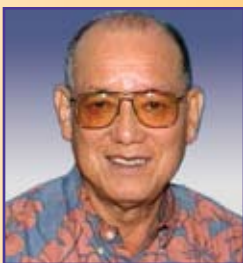
OTS Board Member, **Bennette Misalucha Evangelista**, is

Vice President and Regional Director for Government and Community Relations for Actus Lend Lease, LLC. With over sixteen years of banking and finance experience, Evangelista has held key leadership positions which culminated into being honored in 2002 as one of four "Women of Distinction" in banking by the Girl Scout Council of Hawai'i. She is an alumnus of the Pacific Century Fellows, Hawaii's version of the White House Fellows. Her wealth of experience includes serving on numerous boards such as Chaminade University Board of Regents, the Chamber of Commerce of Hawaii, the YMCA, Oahu Arts Center, and the Affiliated Chambers and Business Organization Council.



OTS Board Member, **Edward Y. Hirata**, is the former Interim Director of the City Department of Transportation Services. Hirata

has held several senior City positions including Managing Director, Director of the Building Department, Director of Public Works, and Manager and Chief Engineer for the Board of Water Supply. He also served as the Director of the State Department of Transportation during the Waihee administration and has held several key positions with Hawaiian Electric Company. Mr. Hirata also served thirty-three years in the Army Reserve, ending his career as a Brigadier General.



## OTS Management and Staff

**Kenneth G. M. Hong**, previously the Vice President of Transportation has been promoted to the position of Senior Vice President &

Assistant General Manager. A 40-year Honolulu transit veteran, Hong has held numerous management positions within the organization, which includes Manager of Scheduling and General Superintendent. He will now be the Chief Operating Officer for TheBus.



**Jerome Preese**, Vice President of Transportation, has 20 years experience working with the transportation industry in Hawaii, most recently working for Roberts Hawaii as the Manager of Contract Services. Preese is a product of the University of Hawaii at Manoa where he received his BBA and an MBA.

**Personal and Professional philosophy** – "Strive for excellence, live with integrity and always look to the future. A couple of my professional philosophies are the team concept and when time constraints allow consensus decision making. So much more can be accomplished when people work together as a team, and when people have input on a decision, they work harder to achieve the goal."



**Robert Yu**, previously the Vice President of Finance, has been promoted to the position of Senior Vice President of

Finance & Special Operations. Yu has been with the organization since 1991, holds an MBA and is a certified public accountant. In his new position, he will continue to oversee Finance and will take on the additional duty of overseeing TheHandi-Van operations.



**Randall Suen**, Director of Human Resources, was hired in 1974 as a Research Statistician in the Accounting

Department, responsible for auditing passenger and revenue accounting. In 1980, Suen assumed the position of Property Management Specialist, responsible for inventory of all company purchased equipment. In 1987, he took on the position of Assistant Treasurer, responsible for insurance benefits, pension and employee benefits. In 1990, Suen was promoted to Personnel Manager responsible for personnel recordkeeping, including sick leave and vacation reporting, workers compensation, employee benefits, pension.





**Kaina Awa**, Personnel Manager, previously held the position of Personnel Supervisor. Ms. Awa started her



employment with TheBus in 1977 in the Bus Pass and Lost & Found Office as a Clerk Typist, which came under Personnel at the time. Kaina moved into the Personnel Office after a year and a half, and has been there ever since.

**Nathan Akiyoshi**, Professional Development Manager, started as a bus operator in 1984. Along the way he worked as a



Temporary Road Supervisor, Instructor, Training & Safety Manager, then as Superintendent of Field Operations. Akiyoshi joined TheBus hoping to carry on the tradition of his father, who drove the bus for 39 years before retiring.

**T.K. Hannemann**, Labor Relations Manager, first joined TheBus as a bus operator in January 1986. He was later



hired as a business representative with the Hawaii Teamsters and Allied Workers Union, Local 996 in May 2000. As a business representative, his responsibilities were to administer grievances, negotiate, prepare cases for arbitration, etc., for over fifteen different companies statewide. T.K. was also Chairman of the Hawaii Teamsters and Allied Workers Union, Local 996 Political Action Committee. In this capacity, he was in charge of recommending to the Teamsters Executive Board candidates for endorsement for Federal, State and City elected office.

**Ralph Faufata**, Superintendent of Field Operations, was hired in November 1978 as a bus operator. he



became a Line Instructor in 1985, a Temporary Instructor in 1994, and a Permanent Instructor in 1996. In 2005, Faufata was promoted to Assistant Superintendent, working at the Kalihi & Pearl City Divisions as well as overseeing the Dispatch and Training sections.

**Luis Navarro**, Assistant Superintendent of Transportation, began his career with TheBus in 1976 as a bus operator and



remained in this position until 1996. He was also a Temporary Instructor-Fixed Route Division from 1992 – 1996. Navarro went on to become Safety and Training Manager for the Paratransit Division from 1998 – 2006. Luis is also on the Board of Directors and Secretary of OTS Employees' Federal Credit Union, and is a Former Board Member of Oahu Fleet Safety Organization.

**Jon Y. Nouchi**, previously Planner Analyst, has been promoted to the position of Senior Planner in the Operational



Planning & Marketing Department. A graduate of Iolani School and University of Southern California with a Bachelor of Science degree in Planning & Development, Nouchi has been with Oahu Transit Services, Inc. since 1998. In 2004, he was selected to participate in a Transit Cooperative Research Program Study Mission, focusing on innovations in bus, rail and specialized transit operations in Latin America.

# AUTO SHOP

*-The Smaller Side of Maintenance*

**Tom Enomoto**  
Manager, Customer Service

It is a little known fact that besides 525 buses and 122 TheHandi-Vans, which OTS operates and maintains for the City & County of Honolulu, over 100 smaller vehicles (bus operator shuttle cars, service trucks, Road Supervisor cars, and other company trucks and cars used for OTS business) are serviced and repaired by our Auto Shop crews.

OTS has a knowledgeable and dedicated crew of 5+ mechanics maintaining our fleet of trucks and cars. Lowell Miura, Gill Hernandez and their supervisor Morris Shin take care of 65 vehicles at the Kalihi facility while Ernest Moo and Stanley “Hana” Hanaoka at Pearl City keep 27 vehicles running smoothly.

So what does it take to properly maintain, service, and have those vehicles available for use within OTS?

First of all, from Senior Management through all employee levels, safety is preached and practiced in the Maintenance Department.

The Auto Shop crews take proper precautions every day before working on OTS vehicles (blocking/securing equipment to prevent injury or damage to the vehicle, tools, or property). They keep their workstations organized and clean (no fluids on the floor or old parts lying around) creating a comfortable and safe work environment for everyone.

Preventive Maintenance allows regular service intervals to properly maintain older and new equipment (tugs and forklifts) and vehicles. These regular service moments provide our mechanics with the opportunity to create a logic-memory about similar work for the same and other vehicles.

A Quality Assurance (QA) Program started in 1995 has contributed tremendous savings and provided properly inspected vehicles “back to the line” since each vehicle can only be released if it meets the highest standards. At Pearl City, Stanley “Hana” Hanaoka was asked about a van that just returned to the shop from outside repair. Hanaoka said he would be giving it a complete inspection before sending it back into service. The mantra recited in Pearl City is, “It’s not what you expect, but what you inspect that determines your outcome!”

Similarly, if Morris Shin and his gang in Kalihi change a fuel pump on a shuttle van, they check all the other components (hoses, belts, lights, turn signals, etc.) and test the vehicle before they return it to service.

Even with the various types (years, makes, and models) of vehicles they work on, parts are generally available. However, there have been occasions when OTS has had to look at alternative methods of repair and/or replacement to resolve matters since technology has changed so much over the years.



Photo Above: **Lowell Miura** (top), and **Gill Hernandez** of Kalihi.



With regular communication between management and staff in Maintenance, everyone is kept in the loop. A Hawaiian value practiced within OTS exists in our Maintenance Department as well -



Photo Above: **Stanley Hanaoka** (left), and **Ernest Moo** of Pearl City.

The Bus  
Transit Supervisor

**E Mālama**, Caring for each other. This practice enhances the good feelings of our employees with a sense of ownership and pride in the work that they do. Morris Shin looks at every request as a challenge or opportunity, and keeps himself and his crew on their toes. As a supervisor, Morris tries to look at the repair projects through the eyes of his fellow workers, and their perspective allows them to see a bigger picture.

So, the next time you ride to your relief point, or travel to a meeting with fellow OTS employees, just think about those who make this happen for you, the OTS Auto Shop Crews!

## **PRESIDENT J. ROGER MORTON RELEASED FROM LOCK-UP!**

Thursday, August 17, 2006

Our own beloved company president was taken into Muscular Dystrophy Association (MDA) custody and charged with soliciting money for a very worthy cause. As expected, he did an outstanding job, bringing in \$4463.00, and ranking 4th out of 100 participants.

That wasn't all OTS did for the MDA. A volunteer team of eight staff members, headed by John Black, manned the phone lines for the annual MDA Telethon.

The team raised \$1690.00 in just one hour of phone duty.

Mahalo to the volunteer team: J. Roger Morton, Robert Yu, Patricia Nielsen, Charlotte Hee, Susan Wong, Dani Suzawa, Kanoe Hee, and team captain John Black.



Photo Left: Bottom Row (left to right):

**Patricia M. Nielsen**, Paratransit Vice President;

**J. Roger Morton**, President and General Manager;

**Kanoe Hee**, Paratransit Manager of Scheduling;

**John Black**, Paratransit Assistant Operations Manager.

Top Row (left to right):

**Robert Yu**, Vice President of Finance & Special Operations;

**Susan Wong**, Assistant Corporate Secretary;

**Dani Suzawa**, Personnel Supervisor;

**Charlotte Hee**, Corporate Secretary.



# Dedication of New Fly

The following speech was given by Roger Morton during the new bus dedication on August 24, 2006, at the Alapai Transit Center.

*Aloha, I'm Roger Morton, President of Oahu Transit Services.*

*Mayor, we are really excited by these new buses and Handi-Vans. We think our customers will be pleased. From the sleek new smiling front of the bus to the hybrid-electric controls in the back, this is not your father's bus. This bus has no steps and the floor is only 11" from the ground for easier boarding; the bus also kneels at the rear door – not just the front door – for easier exiting. We've added new contoured seats with more padding and with more hip-to-knee room. We've also increased the interior circulation area and lowered the window line for our many shorter passengers. And we think our passengers will appreciate the ride quality in this new bus. There is significantly less shifting of gears and less jerking.*

*These new buses are also environmentally friendly and use new "clean-diesel" technology. Using ultra-low sulfur diesel, we've lowered the heavy particulates in the fuel from about 400 parts per million to less than 15 parts per million. And by adding a catalytic converter, the emissions from this bus should be about 70 times less than the buses they are replacing.*

*The hybrid-electric drive should allow us to use less fuel in the congested stop and go routes where these buses will be assigned. We are planning on at least 20 percent fuel savings and hoping for much more than that. Since we use more than seven million gallons of fuel per year – this will help us be more efficient. With the hybrid-drive, we also expect less brake and engine maintenance.*

*These buses are also very smart. Computers control almost every part of the bus including the high-tech engines, hybrid drives, destination signs, radios and fareboxes. Through GPS, the buses and our dispatchers know exactly where every bus is within about ten feet. These buses announce the next stop automatically and for passenger security, each bus has a new technology radio with a covert alarm system. And we've added the capability to automatically keep a count of passengers on board at every stop so we can improve bus scheduling and on-time performance.*

*Thanks to the hard work by our partners at the Department of Transportation, and the strong support of Mayor Hannemann and the Honolulu City Council, we are becoming one of the country's leaders in hybrid transit technology. Mahalo!*





# er Buses

## New Flyer Forty-Foot Hybrid Electric Bus Fact Sheet

- Vehicle Size: 40 ft. x 8.5 ft.
- Passenger Capacity: 37 seats and up to 40 standing passengers
- European-style body with more smoothed front-end styling
- Low-floor design: first step lowers to 11" from the ground for easy boarding
- Bus kneels at rear door – not just front door
- Back to traditional color scheme
- New blue and gray interior color scheme
- European-style contoured passenger seats
- More hip-to-knee room for passengers
- Lightly upholstered seats on lower level
- Aisle-facing seats on curb side, lower level offering more aisle space
- Lower window line so smaller people can see out better
- Access for all design: two wheelchair positions with improved securement area
- Better ride quality from hybrid drive and improved axles
- Driver controlled air conditioning
- Reduced engine noise
- Heavy-duty, ergonomic driver seat to reduce operator injuries
- Vehicle Weight: 31,300 lbs.
- Engine: Cummins computer-controlled ISL clean diesel engine (should last the life of the bus without the need for mid-life replacement)
- Drive: Computer-controlled Allison hybrid-electric drive
- Fuel: Ultra-Low Sulfur Diesel (<15 ppm sulfur content from about 500 ppm)
- Emissions: 70 times less emissions than the buses they are replacing
- MPG: Should be at least 20% improved mpg
- About \$5,000 less costly fuel per bus per year
- Less brake maintenance required due to regenerative braking system.
- Automated GPS Vehicle Location System with on-board schedule database
- Automated next stop announcement feature with GPS date/time display
- Automated passenger counters for better planning and scheduling
- Digital bus communication system reduces weight and complexity of electrical system and allows diagnostic checking and adjustment of components with a laptop computer
- New generation flat, non-skid flooring
- European-style small headlights (single halogen bulb unit)
- Extensive use of low-maintenance LED lamps for vehicle safety lights
- Touchless passenger-operated wider rear exit door
- Cost per bus: \$470,198.00



Photo Above: **Mufi Hannemann**, Mayor, City and County of Honolulu.



Photo Above: **J. Roger Morton**, President and General Manager.



Photo Above (left to right): **Melvin N. Kaku**, DTS Director; **Robert Yu**, Vice President of Finance & Special Operations; **Kenneth O. Stanley**, Vice President, Operational Planning & Marketing; **Mufi Hannemann**, Mayor, City and County of Honolulu; **Jon Y. Nouchi**, Senior Planner, Data Analysis; **T. K. Hannemann**, Labor Relations Manager.



# In Memory of . . .

**Samson A. Tubera** passed away on January 3, 2006. Mr. Tubera was employed with MTL, Inc., on September 7, 1991, as a Bus Operator in the Transportation Department. He retired from OTS, Inc., on May 1, 2003, after more than 11 years of service.

**Marshall H. Hind** passed away on January 15, 2006. Mr. Hind was employed with MTL, Inc., on May 20, 1980, as a Bus Operator in the Transportation Department with more than 25 years of service.

**Ernest "Ernie" A. Matsuo** passed away on January 13, 2006. Mr. Matsuo was employed with HRT Co., Ltd., on April 16, 1953, as a Bus Operator in the Transportation Department. He became a Road Supervisor on May 19, 1976, and retired from OTS, Inc., on May 1, 1992, after 39 years of service.

**Benjamin F. Velardo** passed away on January 21, 2006. Mr. Velardo was employed with HRT, Co., Ltd., on March 18, 1947, as a Bus Operator in the Transportation Department. He retired from MTL, Inc., on August 1, 1986, after 39-1/2 years of service.

**Gaylen Toshio Sung In Choy** passed away on Saturday, February 4, 2006. Mr. Choy has been employed with OTS, Inc. since September 11, 2004, as a Bus Operator in the Transportation Department, with over a year of service.

**Frank H. Byrd** passed away on February 9, 2006. Mr. Byrd was employed with MTL, Inc., on January 2, 1970, as a Steam Cleaner in the Maintenance Department. He retired on January 1, 2000, after 30 years of service.

**Marilyn S. Dicus** passed away on February 20, 2006. Mrs. Dicus had been employed with OTS, Inc., since January 1, 2001, as the Marketing Manager in the Operational Planning and Marketing Department.

**Herbert Keala Ohia, Sr.**, passed away on March 30, 2006. Mr. Ohia was employed with HRT Co., Ltd., on June 7, 1969, as a Bus Operator in the Transportation Department. He retired on December 31, 1988, after more than 19 years of service.

**Herbert S. Saito** passed away on May 4, 2006. Mr. Saito was employed with MTL, Inc., on October 7, 1976, as a Bus Operator in the Transportation Department. He retired from OTS, Inc. on June 1, 2001, after 25 years of service.

**Florendo "Floyd" Supnet Calpito** passed away on May 27, 2006. Mr. Calpito was employed with MTL, Inc., on October 10, 1980, as a Bus Operator in the Transportation Department. He retired on May 1, 2005, after more than 24 years of service.

**Alan T. Ishimaru** passed away on June 26, 2006. Mr. Ishimaru was employed with MTL, Inc., on July 28, 1980, as a Mechanic in the Maintenance Department. At the time of his passing, Mr. Ishimaru had 26 years of service.

## Retiree Corner

Name	Position	Date Retired	Yrs. of Service
David Keahi Keliheleua	Bus Operator	Jan 2006	32
Franklin K. Kawata	Bus Steam Cleaner	Apr 2006	33
Phyllis T. Rivera	Bus Operator	Apr 2006	30
Susan K. Miram	Bus Operator	Apr 2006	39
Samuel K. Cummings	Bus Operator	Apr 2006	25
Russell K. Algoso	Bus Operator	Apr 2006	31
Ervin Hendrix Jr.	Bus Operator	Apr 2006	15
Anselmo Alfred Samson	Bus Operator	Apr 2006	13
Benjamin James Antone	Bus Lead Mechanic	Apr 2006	35
George Kazuo Furuyama	Bus Operator	Apr 2006	30
Albert L. Villarín	Bus Road Supervisor	May 2006	23
Peter K. Laa Jr.	Bus Dispatcher	May 2006	33
James Mane	Bus Road Supervisor	May 2006	25
John L. Chong	Bus Stop Supervisor	May 2006	48
Ronald Edward Coelho	Bus Lead Mechanic	May 2006	20
Robert K. Kinjo	Bus Heavy Equip. Mechanic	Jun 2006	32
Roy Yukio Maedo	Bus Lead Mechanic	Jun 2006	30
Michael S. Tavares	Bus Operator	Jul 2006	30
E. R. Villarimo	Bus Dispatcher	Jul 2006	20
Rodrigo A. Hipol	Bus Operator	Jul 2006	30

## Safety Awards

June	Years
Frederick Castillo	30
David Kasaoka	32
Derwin Yamaguchi	25
July	Years
Raymond Andrian	20
Wesley Hinaga	21
Leo Kozlowski	30
Herbert Titcomb	22
Darryl Valdez	20
Louis Vargas, Jr.	32
August	Years
Russell Duarte	33
Ethan Kahoano	26
Jerry Teves	20



# Calendar of Events

## September

Flu shots (date to be announced)

- 15 – Deadline for Schedule Recommendations for the December 2006 Sign-Up
- 23 – Primary Election Day
- 24 – OTS Summer Jam at Keehi Lagoon  
9:00 a.m. to 6:00 p.m.

## October

- 15 – Deadline to submit "Division Transfer" memos to Dispatch
- 30 – Regular Run Sign-up. Start time at 2:00 p.m. for both divisions
- 31 – Regular Run Sign-up  
Pearl City: Start time at 9:00 a.m.  
Kalihi: Start time at 2:00 p.m.

## November

- 1-3 – Regular Run Sign-up. Start time at 9:00 a.m. for both divisions
- 6 & 8 – Regular Run Sign-up. Start time at 9:00 a.m. for both divisions
- 7 – Election Day (Holiday Schedule)
- 10 – Veterans' Day (Saturday Schedule)
- 14 – Relief Run Completion. Start time at 9:00 a.m. for both divisions
- 15 – Relief Run Completion.  
Start time at 9:00 a.m. for Kalihi
- 23 – Thanksgiving Day (Sunday Schedule)

# Waianae Transit Center Groundbreaking

The Waianae Transit Center groundbreaking ceremony took place on August 4, 2006.

The Transit Center will be located behind the Waianae Mall on Leihoku St. When completed, the Waianae Transit Center will service as a hub for the commuting residents of the Waianae Coast.



Right Photo (left to right): **James Burke**, DTS-PTD Chief; **Todd K. Apo**, District 1 Councilmember; **Mel Kahele**, President, Hawaii Teamsters and Allied Workers Local 996; **Mufi Hannemann**, Mayor, City and County of Honolulu; **J. Roger Morton**, President and General Manager, Oahu Transit Services, Inc.; **Nestor R. Garcia**, District 9 Councilmember; **Melvin N. Kaku**, DTS Director.

## Bus Operator Class 166 Graduated September 1, 2006

Bottom Row (left to right): **Paisley Kamahoahoa**, **Peter Nakata**, **George Thompson**, **Francis Foster**, **James Kon**, **Yung Fu Chang**.

Top Row (left to right): **Shannon Galdeira**, **William Kahunanui**, **Josephine Redd**.



# WalkAmerica 2006

## OTS Employees Help in Saving Babies, Together . . .

**Charlotte Hee** Corporate Secretary

It was another beautiful day in paradise, as the OTS-TheBus & Handi-Van team participated in the 36th annual WalkAmerica event in Waikiki on Saturday, April 29, 2006. This was our 12th year of participation as a company team.

After the five-mile trek from Kapiolani Park to Magic Island and back, walkers enjoyed fried rice, Orange Julius smoothies, and ice cream while listening to the talents of Yvonne Elliman and Sam Kapu III. For the children, there was a keiki corner with inflatable slides, jumpers, and carnival games.

OTS employees also took orders for School Kine Cookies and participated in a bake sale. Thank you to our order takers: Dani Suzawa, Melonie DeMello, Calvin Kapua, Tamara Addison, Debbie Matsumura, Thomas Yim, Gwen Bunag, Susan Kawasaki, Claire Sasano, Nuki Baker, Gary Nettles, Renee Monces, Donna Wong, and Annie Leong. We sold a total of 380 bags of cookies!

**SPECIAL THANKS** to the employees who baked and/or donated goodies for the bake sale. This sale alone brought in a total of \$582.50! If you're wondering who donated those delicious treats, here's the list of donors:

**Aline Asato – Chocolate Cup Cakes**  
**April Chung – Brownies; Chocolate Chip Cookies**  
**Tim Ho – Lemon Cake**  
**Susan Kawasaki – Oatmeal Cookies; Oatmeal Raisin Cookies; Energy Bars; and Fried Rice**

**Rene Kimura – Chocolate Granola Bars**  
**Renee Monces – Salmon Musubi**  
**Christi Morishige – Banana Bread; Peanut Butter Krispies**  
**Ginger Nagamine – Triple Chocolate Cookies**  
**Malva Nakatani – Blueberry Cream Cheese Squares**  
**Rowena Ogata – Baked Chocolate Coconut Mochi; Sugar, Chocolate & Oatmeal Raisin Cookies**

**Joni Robinson – Brownies; Pineapple Bars**  
**Kellie Saiki – Cream Cheese Brownies**  
**Kristin Subia – Dark Chocolate Chip Cookies; Strawberry Cheesecake Muffin**  
**Dani Suzawa – Cone Sushi**  
**Thomas Yim – Brownies**

also, **Chocolate Trifle, Lemon Trifle, and Cornbread.**

**(We even have an employee who made a deal with a baker through an "IOU-you can bake it for me later"!)**

If you didn't get a chance to stop by our sale, you really missed out of these **\*\*FABULOUS\*\*** treats!!! Some items were sold out in the first 15 minutes! Be sure to come by early next year.

Collectively, the team of walkers and employees contributed \$4,100 to the March of Dimes. On behalf of the March of Dimes, we thank you from the bottom of our hearts! This is all for the babies . . .



Photo Above (left to right): **Russell Wataoka, Kitty Souza, Guil Colon, Tamra Ramiro and son Kalen (in stoller), Thomas Yim, Lui Navarro, Linda Mitsunaga, Charlotte Hee, Tim Ho.** (Missing from photo: **Ramon Anagaran, Sasha Bush, Patsy Cullen, and Gary Nettles**)

Photo Below (left to right):  
**Honorary Chairman**  
**Lt. Governor Duke Aiona, Jr.;**  
**Paratransit Safety & Training Manager**  
**Kitty Souza;**  
**U. S. Congressman Ed Case.**





# Honolulu High-Capacity Transit Corridor Alternatives Analysis Project

**Laura Pennington**  
Honolulu High-Capacity  
Transit Corridor Project

How many times a day is your bus stuck in traffic? One of the alternatives being considered by the Honolulu High-Capacity Transit Corridor Alternatives Analysis Project may be the solution.

All of the alternatives being considered in the Honolulu High-Capacity Transit Corridor Project will have some level of positive impact to TheBus. Each alternative will require more bus service, increase the bus fleet and generally promote increased utilization of TheBus service. The addition of at least one hundred more buses is required for the implementation of any alternative. Some may require even hundreds more.

The planning horizon for the Honolulu High-Capacity Transit Corridor Project is the year 2030. Honolulu is expected to have increased population and employment requiring a commitment to transportation alternatives that are as attractive as driving in your personal vehicle by yourself. While the project focuses on the corridor generally defined as Kapolei to the University of Hawaii at Manoa, the commitment to improving bus services is island-wide.

## Four Alternatives Being Considered

**1 - No Build Alternative:** This alternative acts as a benchmark in the planning process and includes existing transit and highway facilities and most committed transportation projects anticipated to be operational by 2030. Committed highway transportation projects are those currently identified in the Oahu 2030 Regional Transportation Plan (RTP) prepared by OMPO. Some of these are:

- o PM Zipper Lane and the Nimitz Flyover.

- o The No-Build Bus Alternative include an increase in bus fleet size and service hours to accommodate growth, allowing service frequencies to remain the same as today.

**2 – Transportation System Management (TSM):** This alternative is defined as the best that can be done for mobility without constructing a major high-capacity project such as a transit guideway or freeway. The TSM Alternative incorporates the planned bus improvements in the No-Build Alternative and utilizes the capital projects and road improvements identified for Oahu.

- o The bus improvements include significantly increasing the rolling stock fleet of articulated (60-foot) buses.
- o The TSM Alternative relies upon an increased investment in vehicles and annual operating hours to support the transportation needs of Oahu using buses.
- o Bus services focus on strengthening the major east-west corridors offering enhanced frequencies and connections with community circulators.

Generally, buses will be operating in mixed traffic as they do today.

**3 – Managed Lanes:** This alternative involves the construction of a new elevated two-lane highway from the Waiawa Interchange along Kamehameha Highway, Nimitz Highway and into Iwilei. This alternative includes all of the improvements from the No Build and TSM alternative.

- o The Managed Lane Alternative provides service to residents by concentrating the buses in a direct, point-to-point operation.

Buses would depart park-and-ride facilities every couple of minutes using the managed lanes and terminating at the Alapai Transit Center, except for those routes continuing to the University of Hawaii at Manoa Campus and Waikiki.

- o The Managed Lane Alternative will require an increase in bus service hours similar to the TSM Alternative to accommodate the demand for transit services, especially in the Leeward and Central Oahu areas

**4 – Fixed Guideway:** This alternative will construct a new, mostly elevated, fixed guideway system from Kapolei to the University of Hawaii at Manoa. There are multiple alignment options under consideration.

- o The Fixed Guideway Alternative includes all of the improvements from the No Build and TSM alternatives and requires a significant increase in the bus fleet and service hours.
- o Many of the long routes in service today will be restructured into shorter, more frequent routes. Some routes will be restructured to provide connections to the fixed guideway stations offering more trips than current levels provided today. Community circulator and local feeder routes will be added and restructured to serve fixed guideway stations on enhanced service frequencies.

The City Council will select an option this December with support of ridership and cost estimates, and environmental impacts reported in the Alternatives Analysis Report to be released this November. Copies of the report will be available on the website [www.honolulutransit.org](http://www.honolulutransit.org).

# OTS SUMMER JAM 2006

The OTS Summer Jam will be held on Sunday, September 24, 2006, at Keehi Lagoon Park from 9 a.m. through 6 p.m. Bus Operators Annie Tuatagaloa and John Kalauawa of Pearl City, and Usala Mauga Jr. of Kalihi wanted to spearhead this event for three reasons:

1. This would be a good time for employees to invite their families and reward them for their sacrifices and patience;
2. The Summer Jam concept would pull all divisions, sections, and management under one place, one time, and one accord.
3. OTS is truly blessed with a wide variety of talented individuals to organize this event.

The three operators share the same divine intervention and recognize the Father, Son and Holy Spirit as the motivators of their dream-come-true belief. Their hope is that all who come to this event will experience the same enthusiasm and vision of more to come in 2008.

Summer Jam is open to all OTS employees, retirees, Local 996 executive board/staff and their families. There will be entertainment, games, sports, craft booths, potluck food and non-alcoholic drinks.

Committee organizers are:

**Security** - Noah Kalama, Peter Helsham;

**Sports/Games** - Francis "Coach" Silva, Glenn Kaahaaina, Desiree Carlbom, Troy Tavui;

**Entertainment** - John Kalauawa, Francis Kananui, Shon Kihewa, Irma Pruitt, John Toilolo, Alan Asuncion;

**Craft Fair** - Julie Pruet, Laura Borges, Helene Silva, Kehau Mole;

**Food** - Usala Mauga "JR", Lyle "Bucky" Mattson, Angel Richards, Rory Mackay, Herman "Mana" Nunies;

**Fundraising** - Kathleen Bajo and Ebenette Sausi.

The three operators extend their heartfelt gratitude to President and General Manager, Roger Morton, and Senior Vice President and Assistant General Manager, Kenneth Hong, for agreeing with their vision and sharing the same enthusiasms. Their arrangements and donations reveal their tremendous commitment, support, and belief in this cause. Management paid for the Keehi Lagoon Park fees, rental of Security walkie-talkies, and provided the tents, tables, chairs and generators. Numerous volunteers have given their time, talents, and donations, making it possible for the Summer Jam to take place. Prayers and gratitude go out to everyone involved. See you at Keehi Lagoon Park on September 24!

**Annie Tuatagaloa,**

OTS Summer Jam 2006 Organizer

## A New Voice for TheBus Information Line

Have you called TheBus Information Office recently? If you call 848-5555, you'll notice that we have a brand new voice that greets every caller.

Bonnie-Gean Figueroa, a nine-year veteran of the Information Department, has been selected as the new voice of TheBus Information Office. A local girl from Kailua, Oahu, Bonnie has the proper pronunciation of both English and Hawaiian locations and directions.

The general consensus so far has been "Wow! Your greeting sounds so professional."

## Operator of the Quarter Ethan Kahoano



Before starting his bus career nearly 27 years ago, Ethan "Tiki" Kahoano used to ride TheBus to school from Mā'ili to St. Louis, and behind the wheel back then were operators such as retirees Susan Miram and Bruce DeSoto. Today, Kahoano is the veteran, with 26 years of safe driving and an exemplary work record.

Kahoano drives the 'Aiea Heights Route 11. Many of his passengers are elderly, so he makes sure his passengers are safely seated before leaving stops. "Though we push to be on schedule, we always have to think safety first."

After work hours, Ethan referees basketball games for ILH Boys and Girls, Division 2 College and the Women's WAC. Kahoano shares his life with his mate Christine, two daughters and three sons, and attends New Hope Christian Fellowship in Kalihi.

"God has surely blessed me. He influences me to keep a good attitude when I drive; to be patient, humble and courteous to my passengers, even when it can be very hard at times."



# Service Quality

## Ginger Nagamine

Planning & Data Coordinator

During the summer, my son caught TheBus to get to summer school. His total travel time to school everyday would average about an hour and fifteen minutes with one transfer. I was proud of the fact that he took it upon himself to get there and back, but I often worried that he would not get there by the time school began each day.

Here at Oahu Transit Services, we represent the primary means of transportation for a number of our citizens. They need us to get to work, school, shopping, medical appointments and recreation. We are very much concerned with the quality of our service to the public. With the implementation of the TransitMaster system, we are able to gather data that was not readily available before. This data allows us to measure the on-time performance of the buses which is a huge indicator of the level of our service quality.

In recent months, we have discovered that we are not doing a very good job of being on-time. We measure on-time performance at the maximum load point on the route, in other words, the time point on a particular route where that bus is carrying its largest load in a given direction. A bus is considered on-time if it departs 5 minutes late to one minute early as compared to its scheduled time. A bus is considered late if it departs the max load point at a time greater than 5 minutes and considered early if it departs more than a minute before the scheduled time.

The May 2006 report showed that 48% of the buses are on-time, 22% are late and 30% are early. The reasons for this problem are many, but some of the major ones are inaccurate running time, traffic, weather, and drivers running sharp. It will take the efforts of various individuals in different sections to work together to improve our on-time performance, but the issue has become a company goal, and I know that many people are concerned and want to see improvement.

My son rode TheBus for six weeks and was never late for school. He never missed a connection because his bus was early. His experience riding with us was a good one, and that's what we want for all of our customers. Let's work together to make that happen.



## Express!

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# Bus 84 Serviced at Pearl City Facility

## A Story of Teamwork on September 5, 2006

### Myron Fujioka

Pearl City Service Station Supervisor

*There were many wonderful stories of how OTS employees worked together to ensure the comfort and safety of our riders. This is just one of the many stories that exemplifies the spirit and teamwork that we all know of our employees.*

We received a call from Central Control requesting that we allow Bus 84 (a 60 ft. bus) to be serviced at the Pearl City Facility. Bus 84 was low on fuel, and it also had a full standing load of passengers that had been on the bus for over six hours. The passengers disembarked the bus, and were escorted to the restrooms and vending machines in the maintenance building while Bus

84 was refueled. The bus left without incident after the passengers returned to the bus.

Our special thanks to Security Guard Montgomery, who assisted in guiding passengers and inspected the women's restroom for any stragglers. We also wish to thank Acting Foreman Russell Iramina, and members of the Brake and Tire Shops Kell Komatsubara, Ethan Wilcox, Bryant Okumura, Leo Wisniewski, and Timmy Pratt for assisting and guiding the large number of passengers on Bus 84. Lorenzo Tadena, the driver of Bus 84, did a very good job of handling a full bus of tired and weary people.

## Technology Tidbit

### Jon Nouchi

Senior Planner, Data Analysis

Kalihi-Palama Maintenance Night Foreman Donald Tokumori and Jon Nouchi used TransitMaster to determine exactly how many buses were in critical need of fuel and would not be able to complete their runs. Using the technology, they determined that Kalihi articulated Bus 84 was the only one that would run out of fuel. Operator Lorenzo Tadena had been diverted to Route 91 Ewa Beach Express from Route A. Using the data from the "smart" buses available through TransitMaster, they coordinated with Central Controllers to have the bus fueled at Pearl City. Imagine how the full standing load of passengers would have reacted if they passed the traffic pinch point only to run out of fuel!

Central Controllers Lorna Andrade, Adam Fraga, Gerri Lau, and John Yuen deserve commendations for keeping cool heads and communicating with the stuck buses, and managing the impossible situation to the best of their abilities.



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